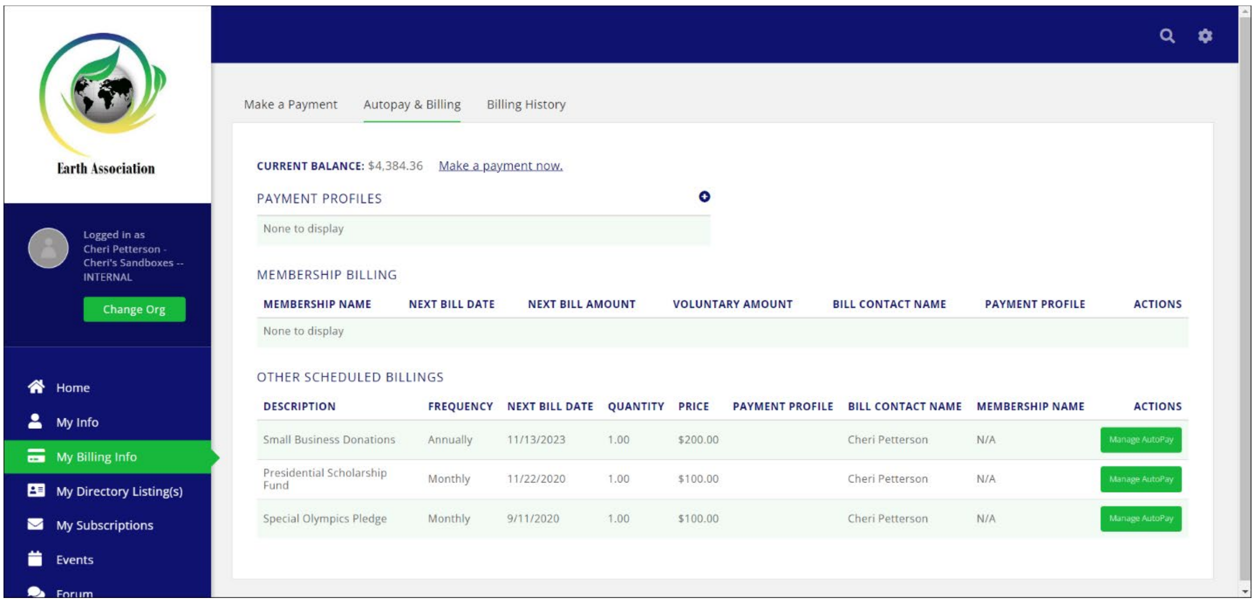
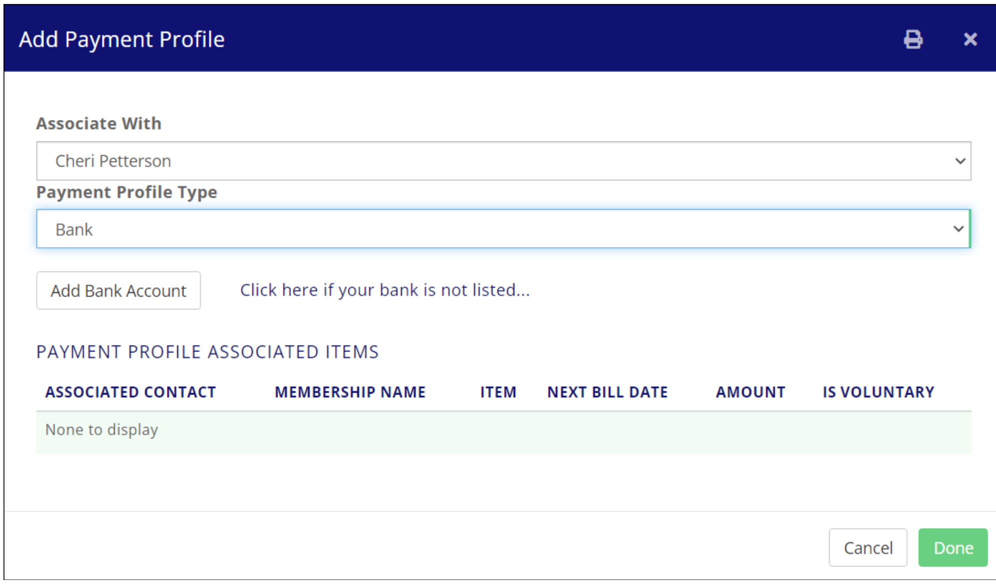
How to Store Bank Account/ACH Profile in the Membership Hub

1. Click **My Billing Info** in the Navigation Panel.
2. Select the **Autopay & Billing** tab.



The Autopay & Billing tab in the My Billing Info section of the Memebrship Hub

3. Click the  icon in the **Payment Profiles** section and select **Bank** from the **Payment Profile Type** drop-down list.

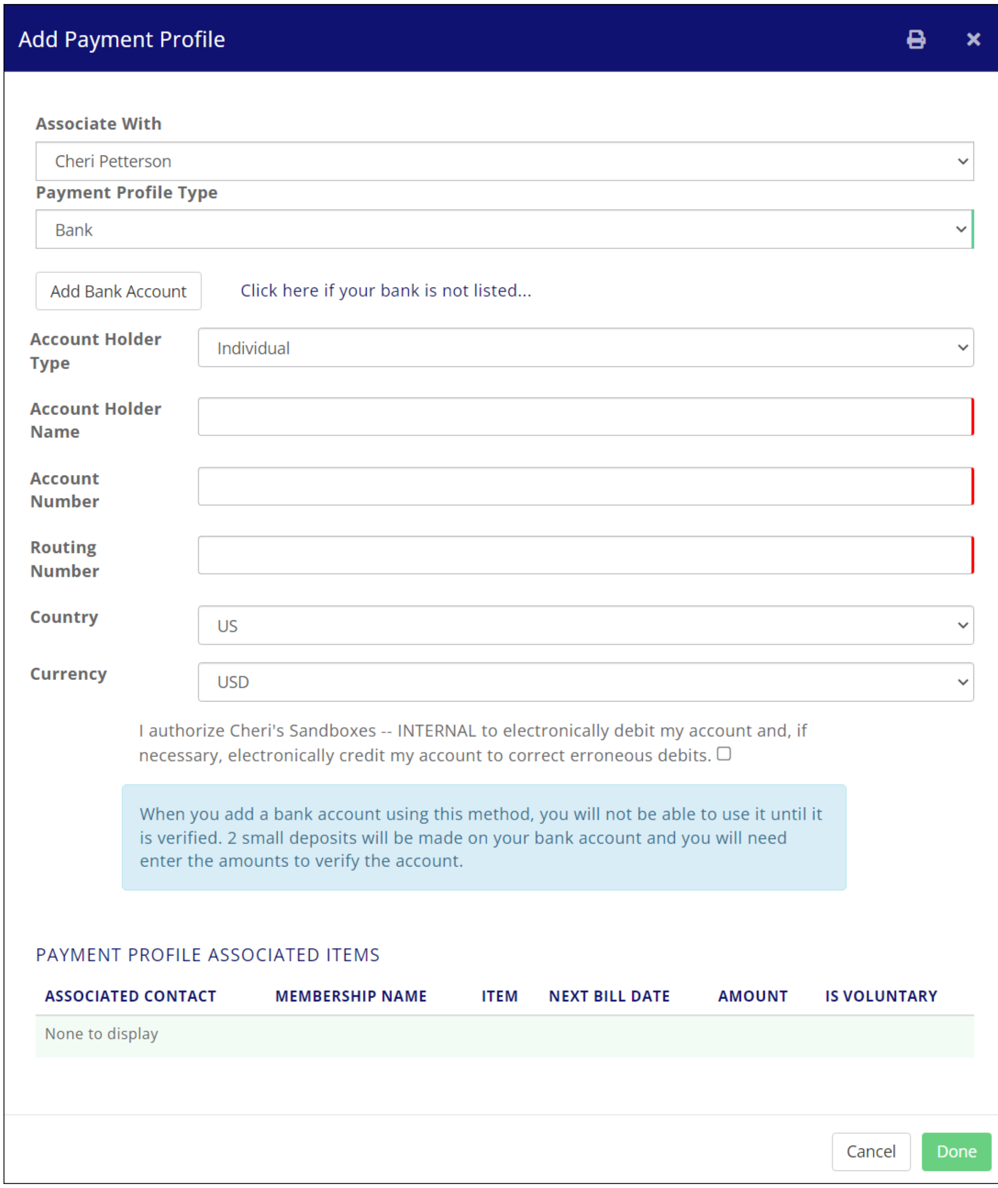


Adding a bank account to the stored payment profiles in the Info Hub

4. Click the **Click here if your bank is not listed...** link and the Add Payment Profile window will open.

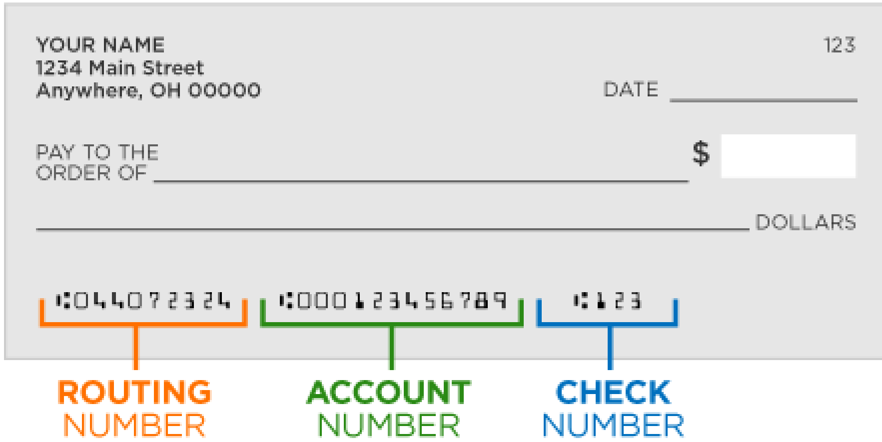
	NOTE: You may click **Add Bank** however, it would then be necessary to select your bank, and enter log-in credentials for that bank. GrowthZone Pay/Stripe uses Plaid to connect to your bank and account using your existing login info FOR THAT BANK. If you choose this method, NO MICRO DEPOSITS ARE MADE; Plaid simply uses your bank login information to make the connection. For more information on troubleshooting any bank connections made using Plaid, click here. Please note that GrowthZone cannot provide any additional troubleshooting support for connections made via Plaid, as that process is entirely outside our ecosystem and we have no access to bank or login information.

5.

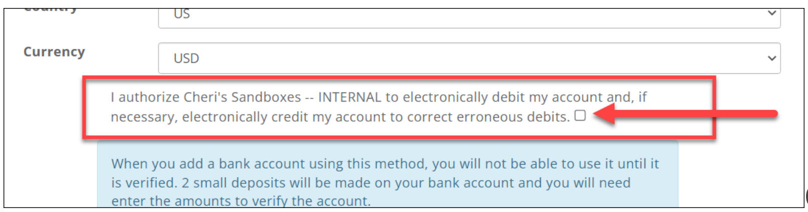


Adding bank account info to a stored payment profile in the Membership Hub

Enter all required bank information. The routing number is the nine-digit number printed in the bottom left corner of each check. Your specific account number (usually 10 to 12 digits) is the second set of numbers printed on the bottom of your checks. The number furthest to the right is the check number. If you don't have a check to use as a reference, or have any questions about with number to use in which field, please contact your bank.



Click the **I authorize GrowthZone to electronically debit my account and, if necessary, electronically credit my account to correct erroneous debits** checkbox.



Caption

Click **Done**.

The bank account will initially be displayed as **(Un-Verified)**, and will not be available for use until it has been verified. To verify that the account is valid, two small deposits will be made to bank account. The user will need to return to the stored profile to verify the account by entering the amounts of the two small deposits. **NOTE**: It may take 1 - 2 business days for the deposits to be displayed on the members statement. **If you do not see the micro deposits after 3 business days, there is likely an error in the bank information that was sent to GrowthZone Pay/Stripe; you should delete the payment profile and try again.**

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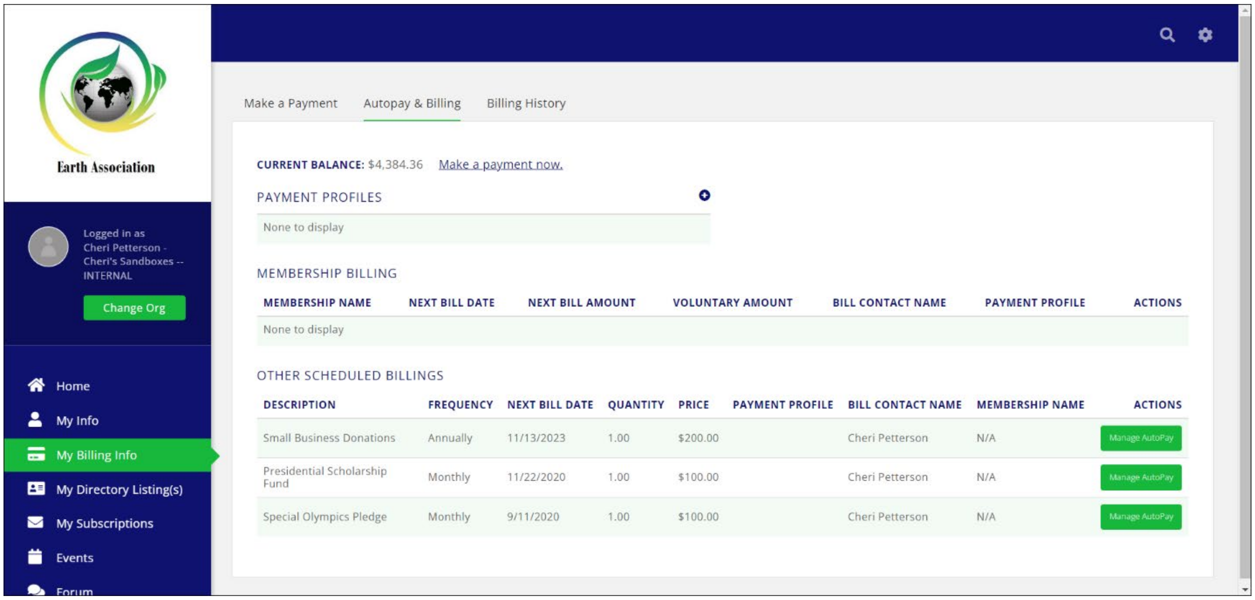
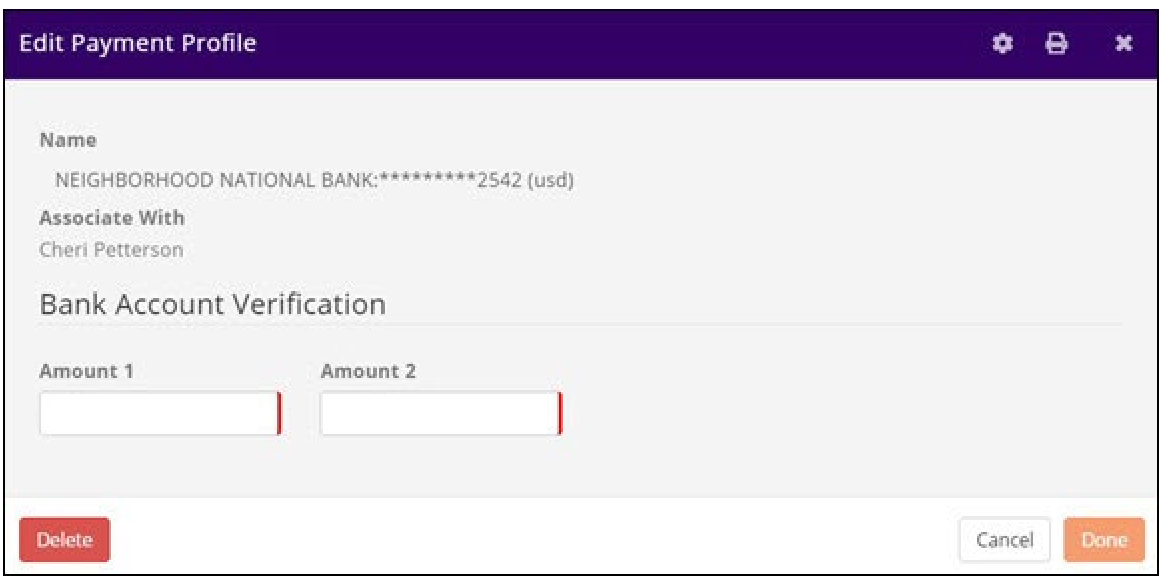


The Autopay & Billing tab in the My Billing Info section of the Membership Hub

3. Click the edit icon next the **Unverified** bank account.



Verifying the deposits for the stored bank account

4. Enter the amount of the deposits made to the bank account in the **Amount 1** and the **Amount 2** text boxes.

> **IMPORTANT:** Be sure the amounts entered are correct; for example, if a deposit for 32 cents is made, then enter 0.32 for the amount.

5.
6. Click **Done**.

If the deposit amounts are correct, the bank account is now verified and ready for use.